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Date	<u>5-20-04</u>

The Honorable Deborah Taylor Tate
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

04-00155

RE: Interconnection Agreement – Frontier & AT&T Wireless

Dear Chairman Tate

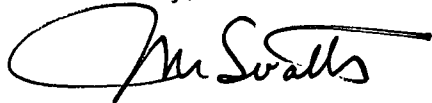
Enclosed for TRA approval are an original and 14 copies of an Interconnection and Traffic Interchange Agreement for Commercial Mobile Radio Services between Citizens Telecommunications Company of Tennessee, LLC dba Frontier Communications of Tennessee, Citizens Communications of the Volunteer State dba Frontier Communications of the Volunteer State, and AT&T Wireless Services, Inc. Also enclosed is our Disaster Recovery Plan.

A check for fifty dollars (\$50.00) to cover this filing fee is enclosed

Please stamp as received the additional copy and return it in the enclosed envelope

If you have any questions, please call me at 304-325-1216

Sincerely,



J. Michael Swatts
State Government Affairs Director

Enclosures

**INTERCONNECTION AND TRAFFIC INTERCHANGE AGREEMENT
FOR COMMERCIAL MOBILE RADIO SERVICES**

Between

**Citizens Telecommunications Company of Tennessee LLC
Citizens Telecommunications Company of the Volunteer State LLC**

and

AT&T Wireless Services, Inc.

Dated: March 15, 2004

INTERCONNECTION AND TRAFFIC INTERCHANGE AGREEMENT COMMERCIAL MOBILE RADIO SERVICES

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ATTACHMENT 1 - CONTACT LIST

SERVICE ATTACHMENT

INTERCONNECTION AND TRAFFIC INTERCHANGE AGREEMENT COMMERCIAL MOBILE RADIO SERVICES

THIS AGREEMENT is made this 15th day of March, 2004 by and between Citizens Telecommunications Company of Tennessee LLC and Citizens Telecommunications Company of the Volunteer State LLC, a Limited Liability corporation, with offices at 180 S Clinton Avenue, Rochester, NY 14646 (referred to as "Citizens"), and AT&T Wireless Services, Inc a Delaware corporation, having its principal place of business at 7277 164th Avenue NE Redmond, WA 98052, and all of its subsidiaries that are (i) consolidated with AT&T Wireless Services, Inc for financial reporting purposes, (ii) licensed by the Federal Communications Commission to provide wireless radio and other services associated with subscriber accounts, and (iii) doing business as AT&T Wireless and/or AT&T Wireless Services (hereinafter "AWS"), AWS and Citizens may also be referred to herein collectively as the "Parties" and singularly as "Party"

WITNESSETH:

Citizens is an authorized telecommunications carrier engaged in providing 2-way Telecommunications Service in Tennessee, and

AWS is an authorized telecommunications carrier by radio engaged in providing Commercial Mobile Radio Service in Tennessee, and

Citizens and AWS desire to interconnect their facilities and interchange traffic for the provision of Telecommunications Service pursuant to 47 U S C Section 251(a) (2),

In consideration of their mutual agreements, Citizens and AWS agree as follows

SECTION 1. DEFINITIONS

For purposes of this Agreement, the following definitions will apply

Access Tandem -- Citizens' switching system that provides a traffic concentration and distribution function for traffic originating from or terminating to End Offices in the access area

Act -- The Communications Act of 1934, 47 U S C 151 et seq , as amended by the Telecommunications Act of 1996

Commercial Mobile Radio Service ("CMRS") -- Telecommunications common carrier authorized by the Federal Communications Commission ("FCC") under FCC rules Part 22 (47 CFR Part 22), Part 24 (47 CFR Part 24), and Part 90 (47 CFR Part 90) which utilizes radio as the principal means of connecting its end-user subscribers with the Public Switched Telephone Network

Commission -- Means the governing state regulatory commission, board or authority of the state in which this agreement is filed

End Office -- The Citizens central office trunking/switching entity where telephone loops are terminated for purposes of interconnection to each other and to the network

ISP Remand Order - means the FCC's Order on Remand and Report and Order, In the Matter of Implementation of the Local Competition Provisions of the Telecommunications Act of 1996, Intercarrier Compensation for ISP Bound Traffic, FCC 01-131, CC Docket Nos 96-98 and 99-68 and the regulations promulgated thereunder

Land to Mobile - Calls from landline customers to AWS's system

Local Traffic -- means traffic exchanged between Citizens and AWS within a local calling area. The applicable Major Trading Area ("MTA") will be used to define the local calling area for all telecommunications traffic originated on the system of AWS and interchanged with Citizens for delivery in Citizens' exchange areas in the same MTA. Citizens' local calling areas, as defined by state regulatory authorities, will be used to define the local calling area for all telecommunications traffic originated on the system of Citizens and interchanged with AWS. These definitions of "local calling area" will not be deemed to affect the rights of either Party to bill its own end-users its own charges for any such call, nor its right to reciprocal compensation, as defined in Section 51.701 of the FCC's Rules.

Major Trading Area ("MTA") -- is defined as the local calling scope for interconnection and is based on the Rand McNally 1992 Commercial Atlas & Marketing Guide, 123rd Edition, at pages 38-39, with the exceptions contained in Section 24.202(a) of the Rules of the Federal Communications Commission.

Mobile to Land -- Calls from AWS's customers to landline customers.

Mobile Switching Center ("MSC") -- The Mobile Switching Center used by AWS in performing originating and terminating functions for calls interchanged between AWS's customer and the Public Switched Telephone Network.

Point of Interconnection ("POI") -- Point of Interconnection means the physical location(s) at which the Parties' networks meet for the purpose of establishing interconnection.

Public Switched Telephone Network ("PSTN") -- A telephone network that is available for public use.

Service Area -- Service Area is defined as the geographic area in which AWS or Citizen's is authorized by the FCC to provide services.

Telecommunications Service(s) -- Are those services that are defined in the Telecommunications Act of 1996.

Transit Service -- Is the delivery of traffic between a Party (Transiting Party) and a third party ILEC, CLEC or CMRS provider via facilities provided by the other Party (Transited Party) where Telecommunications Service(s) trunks exist between the Transiting Party and the third party through the Transited Party's tandem or switch. The following traffic types will be delivered where the Transited Party carries such traffic: (i) Local Traffic or IntraLATA Toll (if applicable) originated from the Transiting Party and delivered to the third party for termination and (ii) Local Traffic or IntraLATA Toll traffic (if applicable) originated from the third party and delivered to the Transiting Party for termination.

Type 1 Interconnection ("Type 1") -- The connection between AWS's system and a Citizens End Office. Type 1 Interconnection provides the same access that is available to Citizens end-users, e.g., access to Citizens' directory assistance, operator services, 911/E-911, intra- and interLATA calling, Service Area Codes (e.g., 800, 900), interexchange carrier codes (e.g., 950, 10XXX), and international calling. (This is only for states where we currently have existing Type 1 Arrangements with AWS).

Type 2A Interconnection ("Type 2A") -- The connection between AWS's system and a Citizens Access Tandem switch. Type 2A Interconnection provides connectivity to all Citizens' End Offices subtending the Access Tandem.

Type 2B Interconnection ("Type 2B") -- A Type 2B Interconnection is a high usage connection between AWS's MSC and the Citizen's End Office only. Citizens will not complete any call to customers not served by the specified Citizens' End Office for Type 2B and will not originate any calls from customers not served by the Citizens End Office. Type 2B also provides connection between AWS's system and a Citizens' End Office subtending a non Citizens' tandem. Type 2B interconnection must be at a Citizens/Frontier Host switch and includes subtending remote switches.

SECTION 2. INTERCONNECTION

- 2 1 Subject to the applicable FCC rules and regulations, each Party will provide to the other Party , upon request, those facilities and arrangements described herein and in the Attachments hereto to establish the physical interconnection and interchange of traffic provided for herein and such other facilities a Party may require and request for operation of its system This agreement is limited to the interconnection exchange of traffic in the state of Tennessee
- 2 2 All interchanged traffic will be handled only over interconnecting facilities as described herein
- 2 2 1 The types of direct interconnections offered under this Agreement will be designated as Type 1, Type 2A, and Type 2B, as defined in Section 1
- 2 3 In the event traffic is exchanged indirectly with AWS, either Party's traffic may be transited through one or more intermediaries for interconnection with the other Party's system before reaching Citizens' End Office or AWS's MSC Indirect traffic will be subject to Reciprocal Compensation described in Section 4, Charges for Facilities and Arrangements
- 2 3 1 In the event traffic volumes exceed a DS1 level (512 centum call seconds or CCS) when measured at the busy hour at least fifteen (15) times per month over a three (3) month period, the Parties will jointly work to establish one or more direct interconnection(s) pursuant to this Section 2
- 2 3 2 If AWS provides service using an NPA-NXX assigned solely to a rate center, where Citizens provides EAS or a Commission approved optional calling plan, and AWS chooses to indirectly interconnect by using the tandem switching facilities of a third party, each Party shall reciprocally terminate on its network traffic originating from the other Party's network, provided that the Parties have agreed on measurement and/or compensation arrangements pursuant to Section 4, Charges for Facilities and Arrangements
- 2 4 AWS may request activation/addition of new Points of Interconnection at any technically feasible point on Citizens network under the terms and conditions of this Agreement at any time during the term by submitting a Service Request Form to the Interconnection Manager listed in Section 15, Notices and Demands and by submitting an industry standard Access Service Request ("ASR") to Citizens ICSC Citizens will provide an amended Service Attachment to reflect activation or addition of new Points of Interconnection for each Party's reference The Parties agree that they will not amend the Agreement each time a new Service Request Form is completed
- 2 5 Signaling Systems and Administration
- 2 5 1 The Parties will, where Citizens has the capability, interconnect their networks using SS7 signaling associated with all interconnection trunk groups as defined in Telcordia GR-246 "Bell Communications Research Specification of Signaling Systems 7 ("SS7") and GR-905, Common Channel Signaling Network Interface Specification ("CCSNIS") Supporting Interconnection, Message Transfer Part ("MTP"), and Integrated Services Digital Network ("ISDN") including ISDN User Part ("ISUP") for trunk signaling and Transaction Capabilities Application Part ("TCAP") for CCS-based features in the interconnection of their networks The use of SS7 signaling allows for measurement of land to mobile and mobile to land traffic For glare resolution, Citizens will have priority on odd trunk group member circuit identification codes, and AWS will have priority on even trunk group member circuit identification codes, unless otherwise mutually agreed

- 2 6 The terms and conditions of this Agreement will prevail over and supersede any other conflicting rates, terms and conditions contained on AWS's Access Service Request ("ASR") for services provided under this Agreement
- 2 7 At AWS's request, Citizens and AWS will physically interconnect their facilities at each other's central office, MSC or another mutually agreed to POI(s) within Citizens exchange boundary, and interchange traffic originating and/or terminating on AWS's system in connection with AWS's authorized services, such interconnection will be in accordance with the service, operating and facility arrangements set forth hereinafter
- 2 8 Sizing and Structure of Interconnection Facilities
- 2 8 1 The Parties will mutually agree on the appropriate sizing for facilities based on the standards set forth below. The capacity of interconnection facilities provided by each Party will be based on mutual forecasts and sound engineering practice, as mutually agreed to by the Parties
- 2 8 2 The electrical interface at the POI will be DS1 or DS3 as mutually agreed to by the Parties. When a DS3 interface is agreed to by the Parties, Citizens will provide any multiplexing required for DS1 facilities or trunking at their end and AWS will provide any DS1 multiplexing required for facilities or trunking at their end. Citizens will charge DS3/DS1 multiplexing charges according to Citizens FCC #1 Tariff
- 2 9 Citizens and AWS will engineer all trunks using a network loss plan conforming to ANSI T1 508-1998 and ANSI T1 508-1998 Supplement A
- 2 10 Where additional equipment is required, such equipment would be obtained, engineered, and installed on the same basis and with the same intervals as any similar growth job for AWS's, or Citizens' internal customer demand
- 2 11 Trunk Forecasting
- 2 11 1 The Parties will work towards the development of joint forecasting responsibilities for traffic utilization over interconnection trunk groups covered in this Agreement. Orders for trunks that exceed forecasted quantities for forecasted locations will be accommodated as facilities and/or equipment becomes available. Each Party will make all reasonable efforts and cooperate in good faith to develop alternative solutions to accommodate orders when facilities are not available. Intercompany forecast information must be provided by the Parties to each other upon reasonable request. Citizens preference is a semi-annual forecast covering the following twenty-four (24) month period
- 2 12 Grade of Service
- 2 12 1 Each Party will provision their network to provide a P 01 grade of service
- 2 12 2 The characteristics and methods of operation of any circuits, facilities or equipment of either Party connected with the services, facilities or equipment of the other Party pursuant to this Agreement shall not interfere with or impair service over any facilities of the other Party, its affiliated companies, or its connecting and concurring carriers involved in its services, cause damage to their plant, violate any applicable law or regulation regarding the invasion of privacy of any communications carried over the Party's facilities or create hazards to the employees of either Party or to the public (each hereinafter referred to as an "Impairment of Service")
- 2 12 3 Each Party will advise the other of any critical nature of the interoperative facilities, service, and arrangements and any need for expedited clearance of trouble. In cases where a

Party has indicated the essential or critical need for restoration of the facilities, services or arrangements, the other Party will use its best efforts to expedite the clearance of trouble

SECTION 3. USE OF FACILITIES AND SERVICES

- 3 1 The interconnecting facilities will be used only for the handling of interchanged traffic originating or terminating on AWS's system in connection with AWS's authorized services. Such facilities may, however, be used in conjunction with either Parties provisioning of transit service as provided in Section 2 3 of this Agreement. This Agreement is applicable only to Citizens' local serving areas, within AWS's MTA, Citizens will not be responsible for interconnections or contracts relating to AWS's interconnection with any other LEC
- 3 2 Connecting circuits, facilities and arrangements provided pursuant to this Agreement will not be used, switched or otherwise connected together by AWS for the provision of through calling from a landline telephone to another landline telephone or from a landline telephone to an Internet Service Provider. The only exception is when AWS's end-user "call forwards" to a landline telephone
- 3 3 Connecting circuits, facilities and arrangements provided to AWS by Citizens will not be used knowingly for any purpose or in any manner, directly or indirectly, in violation of law or in aid of any unlawful act or undertaking
- 3 4 When needed and upon request by AWS, special construction will be undertaken in accordance with the applicable Citizens Special Access tariff or as mutually negotiated by the Parties
- 3 5 Any other provision of this Agreement notwithstanding, Citizens will recognize, deliver traffic to, accept traffic from, and otherwise honor the validity of any NXX assigned to AWS by a third party in accordance with 47 USC Section 251(e) (or related FCC or state number administration rules)
- 3 6 Network Harm
 - 3 6 1 Neither Party will use any service related to or use any of the services provided in this Agreement in any manner that interferes with either Party's customers, causes electrical hazards to either Party's personnel, damage to either Party's equipment or malfunction of either Party's billing equipment (individually and collectively, "Network Harm"). If a Network Harm will occur or if a Party reasonably determines that a Network Harm is imminent, such Party will, where practicable, notify the other Party that temporary discontinuance or refusal of service may be required, provided, however, wherever prior notice is not practicable, such Party may temporarily discontinue or refuse service forthwith, if such action is reasonable under the circumstances. In case of such temporary discontinuance or refusal, such Party will
 - (a) Promptly notify the other Party of such temporary discontinuance or refusal,
 - (b) Afford the other Party the opportunity to correct the situation which gave rise to such temporary discontinuance or refusal, and
 - (c) Inform the other Party of its right to bring a complaint to the Commission or FCC
- 3 7 Citizens and AWS each may make reasonable tests and inspections of its facilities and may, upon notice and coordination with the other, temporarily interrupt the facilities being tested or inspected, so long as impairment or restriction of the operation of facilities is minimized. When cooperative testing is requested by either Party, such testing will be done in accordance and specifically with Section 3 10 1
- 3 8 The characteristics and methods of operation of any circuits, facilities or equipment of either Party connected with the services, facilities or equipment of the other Party pursuant to this Agreement

will not interfere with or impair service over any facilities of either Party, its Affiliates, or its connecting and concurring carriers involved in its services, cause damage to their plant, invade the privacy of any communications carried over either Party's facilities or create hazards to the employees of any of them or to the public

- 3 9 Each Party will be solely responsible, at its expense, for the overall design of its services and for any redesigning or rearrangement of its services which may be required because of changes in facilities, operations or procedures. The Parties agree to work together to ensure changes in the network are required and alternatives have been reviewed prior to requesting redesign or rearrangement of service

- 3 10 Customers of AWS will be instructed to report all cases of trouble to AWS. In order to facilitate trouble reporting and to coordinate the repair of service provided to AWS by Citizens under this Agreement, "Citizens 24-Hour Repair Center" will provide 24-hour trouble reporting for AWS. The Repair Center contact information is provided in Attachment 1 of this Agreement

3 10 1 Where new facilities, services and arrangements are installed, Citizens, via the contact provided on the Firm Order Commitment ("FOC"), will ensure that continuity has been established and tested and that appropriate transmission measurements have been made before advising AWS that the new circuit is ready for service

3 10 2 Before either Party reports a trouble condition, it will use its commercially reasonable efforts to isolate the trouble to the other Parties facilities. Either Party will be billed a reasonable Time & Material charge for a trouble report that is isolated to its own facilities

3 10 3 In cases where a trouble condition adversely affects AWS's service, Citizens will give AWS the same priority extended to itself and other telephone companies

3 10 4 Citizens and AWS will cooperate in isolating the trouble

- 3 11 Trunking arrangements shall be established as follows

3 11 1 Separate trunk groups for the exchange of Local Traffic

3 11 2 Separate trunk groups to be used solely for the transmission and routing of exchange access services to enable interexchange carriers to originate and terminate traffic from/to AWS

3 11 3 Separate trunk group to be used solely for the transmission and routing of transit traffic originating from AWS and terminating to a third party

3 11 4 Where applicable, separate trunks connecting AWS's switch to Citizens E911 routers. If AWS purchases such services from Citizens, they will be provided at full applicable tariff rates. For all 911/E911 traffic originating from AWS, it is the responsibility of AWS and the appropriate state or local public safety answering agency to negotiate the manner in which 911/E911 traffic from AWS will be processed

SECTION 4. CHARGES FOR FACILITIES AND ARRANGEMENTS

- 4 1 Reciprocal Compensation Charges This form of reciprocal compensation is a usage- sensitive charging method in which each Party will assess the other usage-sensitive charges for the termination of traffic on each other's system. Reciprocal Compensation Charges are assessed on a per conversation minute basis (call party answer to call party disconnect)

4 1 1 Conversation minutes of use, or fractions thereof, are accumulated over the billing period. Fractions of conversation minutes are rounded up monthly to the nearest whole minute for total minutes for each End Office for billing purposes.

4 1 2 When the Parties have directly interconnected their facilities, or when traffic between the Parties is terminated indirectly, either Party may utilize its own systems or the records from a third party, including AWS, to calculate traffic terminated to its network. In the event either Party is unable to determine the amount of Mobile-to-Land or Land-to-Mobile traffic terminated in a specific End Office(s) or Tandem, the Parties agree to either 1) utilize a three (3) month average usage, if available, from previous records to bill for reciprocal compensation for traffic terminated in the applicable End Office(s) or Tandem or 2) apply a traffic factor to the volume of Land-to-Mobile traffic AWS terminates from Citizens to calculate the Mobile-to-Land traffic Citizens terminates from AWS.

4 1 2 a AWS shall assume 70% ownership of the traffic exchanged between the Parties and Citizens shall assume 30% ownership of the traffic exchanged between the Parties.

4 1 2 b In the event the Local Traffic terminated on the Parties' respective networks is de minimis such that the total minutes for which either Party is entitled to compensation is less than 15,000 minutes of use for a three (3) month period (or 5,000 minutes of use for a one (1) month period if Citizens or AWS bills monthly), the Parties agree that the only compensation for such Local Traffic will be in the form of the reciprocal Transport and Termination services provided by the other Party, and no billings will be issued by either Party (i.e. Bill and Keep).

4 2 Usage Sensitive Charges

4 2 1 Charges for Reciprocal Transport and Termination of Local Traffic Interchanged Between The Parties

The Land-to-Mobile originating rate is limited to calls that originate in the Citizens local calling area. The Mobile-to-Land terminating rate is limited to IntraMTA calls that terminate at a point within a Citizens Exchange Area in AWS's Service Area. All other traffic is subject to access rates.

4 2 2	Mobile-to-Land per minute	\$0 011
	Land-to-Mobile per minute	\$0 011
	Transit Rate	\$0 0061854
	Inter-MTA	Access rates apply
	Indirect Rate for Traffic Termination	\$0 011

4 3 Reciprocal Transport Charges Each Party is solely responsible for the provision of transport facilities necessary for the carriage of interchanged traffic between its POI and points within its own network and for all costs of delivering traffic to its POI, provided, however, that Citizens shall have no responsibility for delivering traffic to a POI located at any point outside of a Citizens local exchange area as defined by the state regulatory bodies.

4 4 For the purpose of this Agreement, the Parties, when the necessary facilities are deployed, agree to utilize industry standard technical arrangements including SS7 Signaling as stated in Section 2 5 enabling each Party to provide the other Party with all electronic signaling data necessary to bill terminating traffic, including but not limited to ANI.

4 4 1 If Citizens is requested to provide facilities between the POI and any AWS facilities at locations within Citizens' Service Area, such facilities will be provided pursuant to the special access services' provisions of Citizens FCC #1 Tariff. The rates for such facilities

are subject to change during the term of this Agreement. Up to two (2) times per year the Parties agree to review traffic volumes at a mutually agreeable time and adjust the billing percentages according to the then relative usage.

- 4.4.2 Where AWS interconnects with Citizens by purchasing facilities from Citizens, and these facilities are used for two-way traffic, the applicable recurring charges for such facilities to AWS's POI on Citizens' System, may be reduced by the following fixed percentage. (For example, this situation will occur if the POI for Citizens to AWS traffic is at the boundary of Citizens territory and the POI for AWS to Citizens is at the Citizens' switch.)

4.4.2.a AWS shall pay 70% of the recurring and non-recurring two-way facility and Citizens will be responsible for 30% of the recurring and non-recurring two-way facility.

- 4.5 Each Party will charge and collect from the other Party appropriate federal, state and local taxes. Where a Party notifies the other Party and provides appropriate documentation that such Party qualifies for partial or full exemption, then the billing Party will not collect such taxes from the other Party.
- 4.6 The Parties shall act in accordance with the FCC's orders and regulations for inter-carrier compensation relating to Internet Traffic including the ISP Remand Order. In the event Citizens elects to exchange ISP-bound Traffic with any local exchange carrier in the State subject to the interim compensation rates set forth in the ISP Remand Order (or any such lower rates for Transport and Termination of ISP-bound Traffic or bill-and-keep if ordered by the Commission), then Citizens agrees to provide written notice to AWS of any such election and to comply with the applicable requirements of the ISP Remand Order.
- 4.7 In the absence of an agreement between AWS, Citizens and other local exchange carriers in the MTA in which AWS's system is located, Citizens has no obligation to deliver calls in the Mobile-To-Land Direction to points in the MTA in which AWS's system is located that are beyond Citizens' local exchange areas, at rates set forth in this Section 4 of this Agreement.
- 4.8 The Parties shall compensate each other for Transit Service as follows:
- 4.8.1 The Transiting Party, when it originates the traffic, shall pay to the Transited Party a traffic termination charge as set forth in this Section 4. Neither Party shall compensate the other for termination of any transit traffic that is originated by a third party.

SECTION 5. BILLING & PAYMENTS

- 5.1 In consideration of the services provided by Citizens under this Agreement, AWS shall pay the charges set forth in this Agreement and in applicable tariffs. In consideration of the services provided by AWS under this Agreement, Citizens shall pay the charges set forth in this Agreement and in applicable tariffs. Invoices with charges set forth in this Agreement and in applicable tariffs shall be sent to

To AWS

AT&T Wireless Services, Inc
Attn Network Auditor (State)
PO Box 97059
Redmond, WA 98052

Overnight Delivery
AT&T Wireless Services
Attn WTC-2 Network Auditor (State)
8645 154th Ave NE
Redmond, WA 98052

To Citizens
Frontier, A Citizens Communications Company
Attention Access Verification
14450 Burnhaven Dr
Burnsville, MN 55306

5.2 A monthly billing statement with a consistent, regular bill date shall be prepared by both Parties and will reflect the calculation of (i) reciprocal compensation due each Party and (ii) transit service compensation due Citizens, and (iii) any other tariffed or contracted service due each Party. All bills dated as set forth above will be due forty-five (45) days after the bill date or by the next bill date (i.e., the same date in the following month as the bill date), whichever is the shortest interval, except as provided herein, and are payable in immediately available funds. If such payment date would cause payment to be due on a Saturday, Sunday or legal holiday, payment for such bills will be due on the last business day preceding the Saturday, Sunday or legal holiday. If such bills are not received at least twenty (20) days prior to the payment due date, then the bill(s) shall be considered delayed. When a bill has been delayed, the due date will be extended by the number of days the bill was delayed, upon request of the receiving Party.

5.3 Billing. The Parties agree that disputed and undisputed amounts due under this Agreement shall be handled as follows:

5.3.1 If any portion of an amount due to a Party (the "Billing Party") under this Agreement is subject to a bona fide dispute between the Parties, the Party billed (the "Billed Party") shall within thirty (30) days of its receipt of the invoice containing such a disputed amount give written notice to the Billing Party of the amount it disputes ("Disputed Amounts") and include in such notice the specific details and reasons for disputing each item. The Billed Party shall pay, when due, all undisputed amounts to the Billing Party, and shall include a copy of the dispute with the payment of the undisputed amount.

5.3.2 In the event that a billing dispute is resolved in favor of the Billed Party, any payment of the disputed amount withheld pending settlement of the dispute shall not be subject to the late payment penalty.

5.3.3 In the event that a billing dispute is resolved in favor of the Billing Party, any payments withheld pending settlement of the dispute will be subject to the late payment penalty set forth in 5.3.4 following.

5.3.4 Undisputed amounts shall be paid when due as set forth in Section 5.2 above. If any portion of the payment is received by the Billing Party in funds that are not immediately available to the Billing Party, a late payment penalty shall be due to the Billing Party. The late payment penalty shall be 1.5% per month or 18% annually, or the maximum allowed by law, whichever is less.

- 5 4 Both Parties shall use the dispute resolutions procedures as described in Section 17
- 5 5 In consideration of the services provided under this Agreement, the Parties shall pay the charges set forth in this Agreement and applicable tariffs. Any service provided, that is not identified in this Agreement, will be governed by applicable tariffs.

SECTION 6. ALLOWANCE FOR INTERRUPTIONS

- 6 1 When use of the facilities furnished by either Party to the other Party in accordance with this Agreement is interrupted due to trouble in such facilities and such interruption is not caused by the interrupted Party, any contractor or supplier of the interrupted Party or its customer, the interrupted Party will, upon request, be allowed a credit as follows:
- 6 2 The amount of credit to AWS will be an amount equal to the pro rata monthly charge for the period during which the facility affected by the interruption is out of service.
- 6 3 Claims for reimbursement will be made in writing within sixty (60) calendar days of the occurrence. All credit for interruption will begin from the time of actual notice by the interrupted Party to the other Party, in accordance with Section 15 following, that an interruption of use has occurred. No credit will be allowed for an amount of less than five dollars (\$5).
- 6 4 A credit will not be applicable for any period during which the interrupted Party fails to afford access to the facilities furnished by the other Party for the purpose of investigating and clearing troubles.

SECTION 7. AUDIT

Either Party may, upon written notice to the other Party, conduct an audit, during normal business hours, only on the source data/documents as they may contain information bearing upon the services being provided under this Agreement. An audit may be conducted no more frequently than once per twelve (12) month period, and only to verify the other Party's compliance with provisions of this Agreement. The notice requesting an audit must identify the date upon which it is requested to commence, the estimated duration, the materials to be reviewed, and the number of individuals who will be performing the audit. Each audit will be conducted expeditiously. Any audit is to be performed as follows: (i) following at least forty five (45) days prior written notice to the audited Party, (ii) subject to the reasonable scheduling requirements, during ordinary business hours, and limitations of the audited Party, (iii) at the auditing Party's sole cost and expense, (iv) of a reasonable scope and duration, (v) in a manner so as not to interfere with the audited Party's business operations. Any other provision of this Section 7 notwithstanding, each Party shall have the right to audit only such data and records as are available in (or reproducible on) paper or other tangible (non-electronic) medium, and neither Party may have access to the other Party's electronic records without the other's prior written consent.

SECTION 8. TERM AND TERMINATION OF AGREEMENT

- 8 1 This Agreement will become effective upon the first business day following the execution by both Parties and will continue for a period of one (1) year unless terminated earlier under the conditions set forth in this Section. This Agreement will be automatically renewed for successive periods of one (1) year after the initial term unless either Party provides the other Party with no less than ninety (90) day's prior, written notification of, in the case of Citizens, its intent to terminate this Agreement, or, in the case of either Party, its desire to renegotiate at the end of the initial or any successive period. During any such renegotiation, the rates, terms and conditions of this Agreement will remain in effect until the effective date of the renegotiated agreement.

- 8 2 The date when the facilities and arrangements furnished under this Agreement will be placed into service will be mutually agreed upon by the Parties, subject to applicable state regulatory approvals. If service is not established by such date, or in the event AWS ceases to engage in the business of providing CMRS, either Party may terminate this Agreement on thirty (30) calendar days notice subject, however, to payment for facilities or arrangements provided or for costs incurred. Citizens will consult with AWS prior to termination by Citizens.
- 8 3 This Agreement will immediately terminate upon the suspension, revocation or termination by other means of either Party's authority to provide communications services over either Party's system.
- 8 4 This Agreement may be terminated at any time by either Party upon not less than thirty (30) calendar days notice, providing an opportunity to cure, to the other Party as set forth in Section 17 following, for material breach or failure to pay the other Party all undisputed charges on the dates or at the times specified in the applicable invoice for the facilities and services furnished pursuant to this Agreement.
- 8 5 If a dispute arises between the Parties as to the proper charges for the facilities or arrangements furnished, or any other financial arrangements, the failure to pay an amount in dispute will not constitute cause for termination of this Agreement provided that a bond or escrow account (or other security arrangement reasonably acceptable to both Parties) is made for the security of the amount in dispute. The continuation of such dispute will not be deemed cause for Citizens to refuse to furnish additional facilities or arrangements upon reasonable request of AWS, or otherwise relieve the Parties of their obligation to fully comply with the provisions hereof as to which no dispute exists, provided financial security for payment of the amount in dispute has been made as stated above. Any dispute arising as to the security arrangement under this Section 8 5 will be subject to the dispute resolution provisions of Section 17 below.
- 8 6 Notwithstanding any other provisions of this Agreement, this Agreement may be terminated at any time as mutually agreed by the Parties.

SECTION 9. CONFIDENTIALITY AND PUBLICITY

- 9 1 All proprietary or confidential information ("Proprietary Information") disclosed by either Party during the negotiations and the term of this Agreement will be protected by both Parties in accordance with the terms of this Section 9.
- 9 2 As used in this Agreement, the term "Proprietary Information" will mean written, recorded, machine readable or other information provided in tangible form to one Party by the other Party regarding the above referenced subject matter and which is marked proprietary or confidential with the appropriate owner corporation name, e.g., "Citizens Proprietary." Information disclosed orally will not be considered proprietary unless such information is reduced to writing by the disclosing Party and a copy is delivered to the other Party within thirty (30) business days after such oral disclosure. The writing will also state the place, date and person(s) to whom disclosure was made.
- 9 3 Each Party agrees that it will not disclose any Proprietary Information of the other Party in whole or in part, including derivations, to any third party for a period of three (3) years from the date of disclosure unless the Parties agree to modify this Agreement to provide for a different nondisclosure period for specific materials. Neither Party will be liable for inadvertent or accidental disclosure of Proprietary Information of the other Party provided that
- (i) each Party uses at least the same degree of care in safeguarding such Proprietary Information as it uses for its own proprietary information of like importance and such degree of care will be reasonably calculated to prevent such inadvertent disclosure,

(ii) it limits access to such Proprietary Information to its employees, attorneys and agents who are directly involved in the consideration of the Proprietary Information and informs its employees and agents who have access to such Proprietary Information of its duty not to disclose, and

(iii) upon discovery of any such inadvertent disclosure of Proprietary Information, it will endeavor to prevent any further inadvertent disclosure

9 4 Information will not be deemed proprietary and the receiving Party will have no obligation with respect to any such information which

(i) is or becomes publicly known through no wrongful act, fault or negligence of the receiving Party, or

(ii) was known by the receiving Party or by any other affiliate or subsidiary of the receiving Party prior to disclosure, or is at any time developed by the receiving Party independently of any such disclosure, or

(iii) was disclosed to the receiving Party by a third party who was free of obligations of confidentiality to the disclosing Party, or

(iv) is disclosed or used by the receiving Party, not less than three (3) years following its initial disclosure or such other nondisclosure period as may be agreed in writing by the Parties, or is approved for release by written authorization of the disclosing Party, or

(v) is disclosed pursuant to a requirement or request of a governmental agency or disclosure is required by operation of law

9 5 Since either Party may choose not to use or announce any services, products or marketing techniques relating to these discussions or information gained or exchanged during the discussions, both Parties acknowledge that one is not responsible or liable for any business decisions made by the other in reliance upon any disclosures made during any meeting between the Parties or in reliance on any results of the discussions. The furnishing of Proprietary Information to one Party by the other Party will not obligate either Party to enter into any further agreement or negotiation with the other.

9 6 Nothing contained in this Agreement will be construed as granting to one Party a license, either express or implied, under any patent, copyright or trademark, now or hereafter owned, obtained, controlled, or which is or may be licensable by the other Party.

9 7 Except for public filings, litigation, or other administrative or judicial proceedings arising from or related to the Agreement, all publicity regarding this Agreement and its Attachments is subject to the Parties' prior written consent.

9 8 Unless otherwise agreed upon, neither Party will publish or use the other Party's name, language, pictures, or symbols from which the other Party's name may be reasonably inferred or implied in any advertising, promotion, or any other publicity matter relating directly or indirectly to this Agreement, except as authorized in Section 9 7 of this Agreement.

SECTION 10. LIABILITY AND INDEMNITY

10 1 Neither Party will be liable for any act or omission of the other Party in the furnishing of that Party's service to its customers.

- 10 2 To the extent not prohibited by law or tariff and except as otherwise provided in the Agreement, each Party will indemnify, defend and hold harmless the other Party from any loss, cost, claim, injury or liability brought by a person not a Party under this Agreement which is proximately caused by the negligent acts or omissions or willful misconduct of the indemnifying Party or its employees, agents or contractors in connection with the performance of this Agreement. Such indemnity only extends to the comparative degree of negligence attributable to the indemnifying Party, as determined by state law negligence standards.
- 10 3 To the extent not prohibited by law or tariff, the Parties will reimburse each other for damages to facilities, premises or equipment of either Party that resulted from the negligent or willful acts of either Party and/or its employees or agents during the installation or removal of facilities, or the malfunction of facilities or equipment provided by a third party entity. Both Parties agree to cooperate with each other in the event a claim is prosecuted against a third party that caused such damage. The rights of the Party that has not been harmed will be subrogated to injured Party's right to recover for the damages to the extent of such payment.
- 10 4 Each Party will reimburse the other Party for any loss through theft of facilities provided under this Agreement on such Party's premises attributable to the reimbursing Party's actions (or to that of its agents or employees), except to the extent that such loss is due to the other Party's comparative negligence.
- 10 5 The Parties will cooperate with each other in the defense of any suit, claim or demand by third persons against either or both of them arising out of the connection arrangements and interchange of traffic including, without limitation, Workers Compensation claims, actions for infringement of copyright and/or unauthorized use of program material, libel and slander actions based on the content of communications.
- 10 6 Neither Party will be required to reimburse the other for any claim or loss pursuant to this Section 10 arising out of a single incident, where the amount in controversy is less than one hundred dollars (\$100 00).

SECTION 11. INTELLECTUAL PROPERTY

- 11 1 Citizens and AWS will each defend, indemnify, hold harmless the other Party and/or acquire any license or right for the benefit of the other Party, arising from any claim, demand or proceeding (hereinafter "Claim") by any third party alleging or asserting that the use of any circuit, apparatus, or system, or other facilities, or the use of any software, or the performance of any service or method, or the provision or use of any facilities by either Citizens or AWS under this Agreement constitutes direct or contributory infringement, or misuse or misappropriation of any patent, copyright, trademark, trade secret, or any other proprietary or intellectual property right of any third party. Each Party's indemnification obligation will be to the extent of infringement by the indemnifying Party.
- 11 2 Nothing in this Agreement will be construed as the grant of a license by, or the creation of an estoppel against, either Party, either express or implied, with respect to any patent, copyright, trademark, trade secret or any other proprietary or intellectual property right now or hereafter owned, controlled or licensable by either Party, except to the extent necessary for either Party to use any facilities or equipment (including software) or to receive any service provided by either Party under this Agreement.

SECTION 12. DISCLAIMER OF WARRANTIES

- 12 1 NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT (INCLUDING WITHOUT LIMITATION THE PARTIES' RESPECTIVE INDEMNIFICATION OBLIGATIONS), THE PARTIES AGREE THAT NEITHER PARTY HAS MADE, AND THAT THERE DOES NOT

EXIST ANY WARRANTY, EXPRESS OR IMPLIED, THAT THE USE BY EITHER PARTY OF FACILITIES, ARRANGEMENTS, OR SERVICES PROVIDED BY THE OTHER PARTY UNDER THIS AGREEMENT WILL NOT GIVE RISE TO A CLAIM BY ANY THIRD PARTY OF INFRINGEMENT, MISUSE, OR MISAPPROPRIATION OF ANY INTELLECTUAL PROPERTY RIGHT OF SUCH THIRD PARTY

- 12 2 CITIZENS WILL PROVIDE INTERCONNECTION TO AWS OF A QUALITY AND IN A DILIGENT MANNER CONSISTENT WITH SERVICE CITIZENS PROVIDES TO ITS CUSTOMERS AND OTHER INTERCONNECTORS, IN ACCORDANCE WITH APPLICABLE TECHNICAL STANDARDS FOR INTERCONNECTION SERVICES ESTABLISHED IN THE TELECOMMUNICATIONS INDUSTRY. CITIZENS MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO TRANSMISSION, EQUIPMENT OR SERVICE PROVIDED HEREUNDER, AND EXPRESSLY DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE
- 12 3 It is the express intent of the Parties that each Party be solely responsible for all claims of its customers, including, without limitation, any credits or adjustments that may be issued or required to be issued to its end-users, except to the extent such claims are found to be caused by the other Party's gross negligence or willful misconduct
- 12 4 Except for allowance of interruptions as set forth in Section 6, in no event will either Party be liable to the other Party for incidental, special, or consequential damages, loss of goodwill, anticipated profit, or other claims for indirect or special damages in any manner related to this Agreement or the services even if such Party was advised of the possibility of such damages, and whether or not such damages were foreseeable or not at the time this Agreement was executed

SECTION 13. RECORD RETENTION

- 13 1 All data associated with the provision and receipt of service(s) pursuant to this Agreement will be maintained for the greater of
- (i) the retention time required by law for maintaining federal, state, and local tax information,
 - (ii) the retention time required by law or regulation in order to substantiate or reconstruct a customer invoice, and
 - (iii) the retention time currently used by Citizens for its billing information (applying only to Citizens) or the retention time currently used by AWS for its own billing information (applying only to AWS), in compliance with legal or regulatory requirements, or
 - (iv) the retention time as agreed to by both Parties in writing
- 13 2 Either Party will, upon reasonable request, furnish copies or otherwise make available to the other Party its licenses and other federal and, if applicable, state regulatory authorizations

SECTION 14. AMENDMENTS; WAIVERS

- 14 1 This Agreement may be amended only by written agreement signed by authorized representatives of both Parties
- 14 2 No waiver of any provisions of this Agreement and no consent to any default under this Agreement will be effective unless the same is in writing and signed by or on behalf of the Party against whom such waiver or consent is claimed
- 14 3 No course of dealing or failure of either Party to strictly enforce any term, covenant or condition of this Agreement in any one or more instances will be construed as a waiver or relinquishment of

any such terms, covenants or conditions, but the same will be and will remain in full force and effect

SECTION 15. NOTICES AND DEMANDS

- 15.1 All notices, demands or requests which may be given by any Party to the other Party under this Agreement (other than trouble reports and Notice of Interruption pursuant to Sections 5 and 6) are to be in writing (or made electronically, followed by written confirmation thereof) and will be deemed to have been duly delivered on the date delivered in person or on the date received in writing if sent via telex, telefax, e-mail or cable, or three (3) business days after the date deposited, postage prepaid, in the United States Mail via certified mail return receipt requested, or the day after delivery to an overnight courier and addressed as follows

For AWS

AT&T Wireless Services, Inc
Jill Mounsey
Director – Wireless Network Services
7277 164th Avenue NE
Redmond, WA 98052
Telephone 425 580 8677
Fax 425 580 8609

And to Citizens, addressed as follows

Citizens Communications
Attn Director, Carrier Services
180 S Clinton Avenue
Rochester, NY 14646
Telephone 585-777-7124
Fax 585-424-1196

And

AT&T Wireless Services, Inc
Janet Selby
Sr Corporate Counsel
7277 164th Ave NE
Redmond, WA 98052
Telephone 425-580-6621

And to Citizens, addressed as follows

Citizens Communications
Jenny Smith
Interconnection Manager – West Region
9260 E Stockton Blvd
Elk Grove, CA 95624
Telephone 916-686-3533
Fax 916-686-2236

- 15.2 If personal delivery is selected as the method of giving notice under this Section, a receipt of such delivery will be obtained
- 15.3 The address to which such notices, demands, requests, elections or other communications may be given by either Party may be changed by written notice given by such Party to other Party pursuant to this Section

SECTION 16. ASSIGNMENT

Any assignment by either Party of any right, obligation or duty, in whole or in part, or of any other interest, without the written consent of the other Party will be void, except either Party may assign all or part of its rights and obligations to (a) any legal entity which is a subsidiary or Affiliate of that Party or (b) in the event of a merger, reorganization or consolidation by, or sale of all or substantially all the assets of, that Party, without consent, but with written notification. For purposes of this Agreement, an "Affiliate" of a Party is any entity directly or indirectly controlling, controlled by, or under common control with said Party, and "control" means the ownership of, or the power to vote the equity securities or comparable interests of, ten percent (10%) or more of the controlled entity. Such written consent to assignment to all other entities will not be unreasonably withheld or delayed. All obligations and duties of any Party under this Agreement will be binding on all successors in interest and assigns of such Party and such assignment will not waive any right or remedy available to either Party under law, regulation or this Agreement, including without limitation the right of set-off. Each Party, upon written notice to the other, may

from time to time and without additional consideration add any of its future Affiliates as parties to this Agreement and the other Party shall reasonably cooperate in amending this Agreement to effect such an addition, provided, however, such addition is subject to the condition that any such added Affiliate of Citizens be an incumbent local exchange carrier and any such added Affiliate of AWS be a CMRS Provider

SECTION 17. ESCALATION DISPUTE RESOLUTION AND MEDIATION

Any controversy or claim arising out of or relating to this Agreement, or the breach thereof, will be resolved by both Parties according to the procedures set forth below

The Parties agree that in the event of a default or any other dispute arising hereunder or in connection herewith, the aggrieved Party shall first discuss the default or dispute with the other Party and seek resolution prior to taking any action before any court or regulator or before authorizing any public statement about or disclosure of the nature of the dispute to any third party. Such conferences shall if necessary be escalated to the vice presidential level for each Party. In the event that the Parties shall be unable to resolve a default or other dispute, the Parties shall then submit the matter to the Commission for non-binding mediation. If mediation by the Commission is unsuccessful, recourse may be had by either Party to the Commission, if it has jurisdiction over the breach or dispute or to an appropriate court having jurisdiction over the Parties. Each Party shall bear the cost of preparing and presenting its case through all phases of the dispute resolution procedure herein described.

SECTION 18. ENTIRE AGREEMENT

This Agreement, including the preamble and all Attachments hereto, constitutes the entire Agreement between the Parties and supersedes all prior or contemporaneous oral or written agreements, representations, statements, negotiations, understandings, proposals and undertakings with respect to the subject matter hereof. Except as otherwise expressly provided in this Agreement, neither Party is to be bound by any pre-printed terms appearing in the other Party's form documents, tariffs, purchase orders, quotations, acknowledgments, invoices, or other instruments. All Attachments referred to in this Agreement are incorporated herein by reference.

SECTION 19. GOVERNING LAW

This Agreement will be deemed to be a contract made under and will be construed, interpreted and enforced in accordance with the Communications Act of 1934, as amended, and, to the extent federal law is inapplicable, to the laws of the State of interconnection and will be subject to the concurrent jurisdiction of the Federal Communications Commission and the courts, Commission, and other agencies in that state.

SECTION 20. EXECUTED IN COUNTERPARTS

This Agreement may be executed in counterparts, each of which is to be an original, but such counterparts will together constitute but one and the same document.

SECTION 21. HEADINGS

The headings and numbering of Sections and paragraphs in this Agreement are for convenience only and will not be construed to define or limit any of the terms herein or affect the meaning or interpretation of this Agreement.

SECTION 22. FORCE MAJEURE

Neither Party will be held liable for any delay or failure in performance of any part of this Agreement from any cause reasonably beyond its control and without its fault or negligence, including, but not limited to, acts of God, acts of civil or military authority, government regulations or orders, epidemics, war, terrorist acts, riots, insurrections, fires, explosions, earthquakes, nuclear accidents, floods, power blackouts, unusually severe weather conditions, inability to secure products or services or other persons or transportation facilities, or acts or omissions of transportation common carriers that are beyond a Parties control and without its fault or negligence (collectively referred to as "Force Majeure" conditions) The Party whose performance is impaired by such Force Majeure condition will exercise commercially reasonable efforts to mitigate the effects thereof, and neither Party has any obligation to pay for any services disrupted or not provided during the period of such Force Majeure If either Party asserts the applicability of this Section, it shall provide reasonable notice under the circumstances to the other Party of the commencement and ending of the Force Majeure event

SECTION 23. REGULATORY APPROVALS

- 23 1 Although this Agreement may be executed by both Parties, to the extent that any federal or state statute, order, rule or regulation or any state regulatory agency having competent jurisdiction over one or both Parties to this Agreement will require that this Agreement be approved by such regulatory agency before this Agreement may be effective, this Agreement will not be effective in such state notwithstanding the Parties' signature until the first business day after such approval has been obtained
- 23 2 Each Party agrees to cooperate with each other and with any regulatory agency so that any approval necessary to provide the service(s) under this Agreement is obtained During the term of this Agreement, each Party agrees to continue to cooperate with each other and with any regulatory agency so that the benefits of this Agreement may be achieved

SECTION 24. SEVERABILITY

In the event that any one or more of the provisions contained herein, is, for any reason, held to be unenforceable in any respect under law or regulation, the remainder of this Agreement will not be affected thereby and will continue in full force and effect, unless removal of that provision results in a material change to this Agreement In such a case, the Parties will negotiate in good faith for replacement language If replacement language cannot be agreed upon, either Party may invoke the dispute resolution procedures of Section 17 foregoing

SECTION 25. CONDITIONS TO INDEMNIFICATION

Upon a request for indemnification owed by either Party (the "Indemnifying Party") to the other (the "Indemnified Party") under this Agreement, the Indemnified Party shall promptly notify the Indemnifying Party of any and all threats, written claims, or demands for which indemnification is sought under this Agreement Each Party shall cooperate fully with the other, and the indemnifying Party shall control such defense and the right to litigate, settle, appeal (provided it pays the cost of any required appeal bond), compromise or otherwise deal with any such claim or resulting judgment, provided further that such settlement, compromise or other resolution of such claim does not result in any liability to the Indemnified Party The Indemnified Party shall have the right to retain to undertake its own defense or settlement of any such threat, claim or demand upon written notice to the Indemnifying Party, whereupon the Indemnifying Party's indemnification obligations with respect to such threat, claim or demand (but not with respect to any other) shall automatically be excused

SECTION 26. NO JOINT VENTURE

Nothing herein contained shall be construed as creating a partnership or joint venture by or between the Parties

SECTION 27. REMEDIES

Unless stated otherwise, all remedies provided for in this Agreement shall be cumulative, nonexclusive and in addition to, but not in lieu of, any other remedies available to either Party at law, in equity, or otherwise

SECTION 28. PRONOUNS

Pronouns used herein are to be construed as masculine, feminine, or neutral, and both singular and plural, as the context may require, the term "person" includes an individual, corporation, association, partnership, limited liability company, limited liability partnership, trust, and any other organization, and the term "includes" is to be construed as without limitation

SECTION 29. FURTHER ASSURANCES

From and after the date of this Agreement, each of the Parties shall, from time to time, at the request of the other Party and without further consideration, do, execute and deliver, cause to be done, executed and delivered, all such further acts, things and instruments as may be reasonably requested or required more effectively to evidence and give effect to the transactions contemplated by this Agreement

The Parties thereto have caused this Interconnection and Traffic Interchange Agreement for Commercial Mobile Radio Services to be executed in their behalf on the dates set forth below

For AT&T Wireless Services

By

Typed

Title

Date

J. R. Mounsey
J. R. Mounsey
Director-Industry Rel.
03/23/04

For Citizens

By

Typed

Title

Date

L. Todd Wells
L. Todd Wells
RVP
4-8-07

ATTACHMENT 1

CONTACT LIST

CITIZENS CONTACTS

1) 24-HOUR REPAIR CENTER - 1-800-565-1619

2) NOC Center – 1-800-722-0288

3) NEW ORDERS ONLY

Specialist, Sales Support, ICSC - 1-888-444-2267

ICSC Fax # - 585-424-1196

AWS CONTACTS

AWS NOC – 1 800 832 6662

SERVICE REQUEST FORM

The following Service Request Form must be completed and submitted to the Interconnection Manager listed in Section 15, Notices and Demands, prior to submitting an ASR for new activations

Section 1 - Description

Citizens' interconnection location _____
Point of Interconnection (POI) _____
NPA____ NXX____

AWS's interconnection location _____ OCN 6010
Point of Interconnection (POI) _____
NPA____ NXX____

Legal Entities _____
Citizens Telecommunications Company of _____

Interconnection Type _____2A _____2B

Disaster Recovery Plan

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1.0 PURPOSE

In the unlikely event of a disaster occurring that affects Citizen Communications long-term ability to deliver traffic to a Competitive Local Exchange Carrier (CLEC), general procedures have been developed to hasten the recovery process. Since each location is different and could be affected by an assortment of potential problems a detailed recovery plan is impractical. However, in the process of reviewing recovery activities for specific locations, some basic procedures emerge that appear to be common in most cases

These general procedures should apply to any disaster that affects the delivery of traffic for an extended time period. Each CLEC will be given the same consideration during an outage and service will be restored as quickly as possible.

This document will cover the basic recovery procedures that would apply to every CLEC.

2.0 SINGLE POINT OF CONTACT

When a problem is experienced, regardless of the severity, the Citizens Communications Network Operations Center (NOC) will observe traffic anomalies and begin monitoring the situation. Controls will be appropriately applied to insure the sanity of Citizens Communications' network, and, in the event that a switch or facility node is lost, the NOC will attempt to circumvent the failure using available reroutes

Citizens Communications NOC will remain in control of the restoration efforts until the problem has been identified as being a long-term outage. At that time, the NOC will contact Citizens Communications Restoration Control Center (RCC) and relinquish control of the recovery efforts. Even though the RCC may take charge of the situation, the NOC will continue to monitor the circumstances and restore traffic as soon as damaged network elements are revitalized.

The telephone number for the Citizens Communications Network Operations Center is 800-722-0288

3.0 IDENTIFYING THE PROBLEM

During the early stages of problem detection, the NOC will be able to tell which CLECs are affected by the catastrophe. Further analysis and/or first hand observation will determine if the disaster has affected CLEC equipment only, Citizens Communication equipment only, or a combination. The initial restoration activity will be largely determined by the equipment that is affected.

Once the nature of the disaster is determined and after verifying the cause of the problem, the NOC will initiate reroutes and/or transfers that are jointly agreed upon by the affected CLEC's Network Management Center and the Citizens Communications NOC. The type and percentage of controls used will depend upon available network capacity. Controls necessary to stabilize the situation will be invoked and the NOC will attempt to re-establish as much traffic as possible.

For long term outages, recovery efforts will be coordinated by the Restoration Control Center (RCC). Traffic controls will continue to be applied by the NOC until facilities are re-established.

As equipment is made available for service, the RCC will instruct the NOC to begin removing the controls and allow traffic to resume.

3.1 SITE CONTROL

In the total loss of building use scenario, what likely exists will be a smoking pile of rubble. This rubble will contain many components that could be dangerous. It could also contain any personnel on the premises at the time of the disaster. For these reasons, the local fire marshal with the assistance of the police will control the site until the building is no longer a threat to surrounding properties and the companies have secured the site from the general public.

During this time, the majority owner of the building should be arranging for a demolition contractor to mobilize to the site with the primary objective of reaching the cable entrance facility for a damage assessment. The results of this assessment would then dictate immediate plans for restoration, both short term and permanent.

In a less catastrophic event, i.e., the building is still standing and the cable entrance facility is usable, the situation is more complex. Local authorities will initially control the site until the threat to adjacent property has diminished. Once the site is returned to the control of the companies, the following events should occur.

An initial assessment of the main building infrastructure systems (mechanical, electrical, fire & life safety, elevators, and others) will establish building needs. Once these needs are determined, the majority owner should lead the building restoration efforts. There may be situations where the site will not be totally restored within the confines of the building. The companies must individually determine their needs and jointly assess the cost of permanent restoration to determine the overall plan of action.

Multiple restoration trailers from each company will result in the need for designated space and installation order. This layout and control is required to maximize the amount of restoration equipment that can be placed at the site, and the priority of placements.

Care must be taken in this planning to insure other restoration efforts have logistical access to the building. Major components of telephone and building equipment will need to be removed and replaced. A priority for this equipment must also be jointly established to facilitate overall site restoration (Example: If the AC power system has sustained damage, this would be of the highest priority in order to regain power, lighting, and HVAC throughout the building.)

If the site will not accommodate the required restoration equipment, the companies would then need to quickly arrange with local authorities for street closures, rights of way or other possible options available.

3.2 ENVIRONMENTAL CONCERNS

In the worse case scenario, many environmental concerns must be addressed. Along with the police and fire marshal, the state environmental protection department will be on site to monitor the situation.

Items to be concerned with in a large central office building could include:

1. Emergency engine fuel supply. Damage to the standby equipment and the fuel handling equipment could have created "spill" conditions that have to be handled within state and federal regulations.
2. Asbestos containing materials that may be spread throughout the wreckage. Asbestos could be in many components of building, electrical, mechanical, outside plant distribution, and telephone systems
3. Lead and acid. These materials could be present in potentially large quantities depending upon the extent of drainage to the power room.
4. Mercury and other regulated compounds resident in telephone equipment.
5. Other compounds produced by the fire or heat.

Once a total loss event occurs at a large site, local authorities will control immediate clean up (water placed on the wreckage by the fire department) and site access.

At some point, the companies will become involved with local authorities in the overall planning associated with site clean up and restoration. Depending on the clean up approach taken, delays in the restoration of several hours to several days may occur.

In a less severe disaster, items listed above are more defined and can be addressed individually depending on the damage.

In each case, the majority owner should coordinate building and environmental restoration and well as maintain proper planning and site control.

4.0 RESTORATION CONTROL CENTER (RCC)

The Restoration Control Center will be activated in the event of a disaster. The RCC is chaired by the VP / GM Tennessee. It is the VP / GMs responsibility to declare the activation of the RCC and classification of the outage.

In the event of a major service interruption, the VP / GM Tennessee will notify the RCC staff which will establish a conference bridge to be used for the communication link for the emergency restoral.

The RCC staff will assess the service outage or natural disaster and direct the appropriate staff functional task force groups to provide the necessary personnel and supplies based on review of outage reports, nature of outage and restoral estimate times.

The RCC will continuously monitor the progress and needs of functional work groups which will in turn issue information to the various state and local government agencies as to the status of restoring service.

The Tennessee RCC includes the following departments and is supported by the functional staff as indicated below.

1. Field Operations
2. Network Operations Center (NOC)
3. Engineering (Outside Plant)
4. Administration Support / Customer Contact
5. Public and External Affairs

The RCC is supported by the functional staff from the following departments

1. Human Resources
2. Supply
3. Security
4. Building / Vehicles / Energy
5. Planning
6. External / Public Affairs
7. Engineering – OSP
8. Finance
9. Field Operations Supervisors
10. Sales / Business Services

Annually, the RCC will meet to review the Citizens Telecommunications Company of Tennessee Emergency Program to ensure its functionality is in accordance with current Citizens Policies and Practices

Each member of the RCC will have a Citizens Communications call out manual for the state and their area of responsibility that will contain the following:

1. Names and telephone numbers of their support personnel.
2. Names of contacts for materials.
3. List of emergency equipment locations such as generators.
4. Any specialized information needed for them to perform their mission.

5.0 RECOVERY PROCEDURES

The nature and security of any disaster will influence the recovery procedures. One crucial factor in determining how Citizens Communications will proceed with restoration is whether or not Citizens Communications' equipment is incapacitated. Regardless of whose equipment is out of service, Citizens Communications will move as quickly as possible to aid with service recovery; however, the approach that will be taken may differ depending upon the location of the problem.

5.1 CLEC OUTAGE

For a problem limited to One CLEC (or a building with multiple CLECs), Citizens Communications has several options available for restoring service quickly. For those CLECs that have agreements with other CLECs, Citizens Communications can immediately start directing traffic to a provisional CLEC for completion. This alternative is dependent upon Citizens Communications having concurrence from the affected CLECs.

Whether or not the affected CLECs have requested a traffic transfer to another CLEC will not impact Citizens Communications' resolve to re-establish traffic to the original destination as quickly as possible

5.2 CITIZENS COMMUNICATIONS OUTAGE

Because Citizens Communications' equipment has varying degrees of impact on the service provided to the CLECs, restoring service from damaged Citizens Communications equipment is different. The outage will probably impact a number of Carriers simultaneously. However, the RCC will be able to initiate immediate actions to correct the problem

A disaster involving any of Citizens Communications' equipment locations could impact the CLECs, some more than others. A disaster at a Central Office (CO) would only impact the delivery of traffic to and from that one location, but the incident could affect many Carriers. If the Central Office is a Serving Wire Center (SWC), then traffic from the entire area to those Carriers served from that switch would also be impacted. If the switch functions as an Access Tandem, or there is a tandem in the building, traffic from every CO to every CLEC could be interrupted. A disaster that destroys a facility hub could disrupt various traffic flows, even though the switching equipment may be unaffected

The NOC would be the first group to observe a problem involving Citizens Communications' equipment. Shortly after a disaster, the NOC will begin applying controls and finding re-routes for the completion of as much traffic as possible. These reroutes may involve delivering traffic to alternate Carriers upon receiving approval from the CLECs involved. In some cases, changes in translations will be required. If the outage is caused by the destruction of equipment, then the RCC will assume control of the restoration

5.2.1 Loss of a Central Office

When Citizens Communications loses a Central Office, the RCC will

- a) Place specialists and emergency equipment on notice;
- b) Inventory the damage to determine what equipment and /or functions are lost;
- c) Move containerized emergency equipment and facility equipment to the stricken area, if necessary;
- d) Begin reconnecting service for Hospitals, Police, and other emergency agencies, and
- e) Begin restoring service to CLECs and other customers

5.2.2 Loss of a Central Office with Serving Wire Center Functions

The loss of a Central Office that also serves as a Serving Wire Center (SWC) will be restored as described in section 5.2.1.

5.2.3 Loss of a Central Office with Tandem Functions

When Citizens Communications loses a Central Office building that serves as an Access Tandem and as a SWC, the RCC will

- a) Place specialists and emergency equipment on notice;
- b) Inventory the damage to determine what equipment and/or functions are lost;
- c) Move containerized emergency equipment and facility equipment to the stricken area, if necessary;
- d) Begin reconnecting service for Hospitals, Police, and other emergency agencies;
- e) Re-direct as much traffic as possible to the alternate access tandem (if available) for delivery to those CLECs utilizing a different location as a SWC;
- f) Begin aggregating traffic to a location near the damaged building. From this location, begin re-establishing trunk groups to the CLECs for the delivery of traffic normally found on the direct trunk groups. (This aggregation point may be the alternate access tandem location or another CO on a primary facility route.)
- g) Begin restoring service to CLECs and other customers

5.2.4 Loss of a Facility Hub

In the event that Citizens Communications loses a facility hub, the recovery process is much the same as above. Once the NOC has observed the problem and administered the appropriate controls, the RCC will assume authority for the repairs. The recovery effort will include

- a) Placing specialists and emergency equipment on notice;
- b) Inventorying the damage to determine what equipment and/or functions are lost;
- c) Moving containerized emergency equipment to the stricken area, if necessary;
- d) Reconnecting service for Hospitals, Police, and other emergency agencies; and
- e) Restoring service to CLEC; and other customers. If necessary, Citizens Communications will aggregate the traffic at another location and build temporary facilities, when available. This alternative would be viable for a location that is destroyed and building repairs are required.

5.3 COMBINED OUTAGE (CLEC AND CITIZENS COMMUNICATIONS' EQUIPMENT)

In some instances, a disaster may impact Citizens Communications' equipment as well as the CLECs'. This situation will be handled in much the same way as described in section 5.2.3. Since Citizens Communications and the CLECs will be utilizing temporary equipment, close coordination will be required.

6.0 T1 IDENTIFICATION PROCEDURES

During the restoration of service after a disaster, Citizens Communications may be forced to aggregate traffic for delivery to a CLEC. During this process, T1 traffic may be consolidated onto DS3s and may become unidentifiable to the Carrier. Because resources will be limited, Citizens Communications may be forced to "package" this traffic entirely differently than normally received by the CLECs. Therefore, a method for identifying the T1 traffic on the DS3s and

providing the information to the Carriers is required.

7.0 ACRONYMS

CO	Central Office (Citizens Communications)
DS3	Facility that carries 28 T1s (672 Circuits)
CLEC	Competitive Local Exchange Carrier
NOC	Network Operations Center
RCC	Restoration Control Center
SWC	Serving Wire Center (Citizens Communications switch)
T1	Facility that carries 24 circuits

8.0 HURRICANE INFORMATION

During a hurricane, Citizens Communications will make every effort to keep CLECs updated on the status of our network. Information centers will be set up throughout Citizens Communications. These centers are not intended to be used for escalations, but rather to keep the CLEC informed of network related issues, area damages, and dispatch conditions, etc.

9.0 CITIZENS COMMUNICATIONS DISASTER MANAGEMENT PLAN

Citizens Communications maintenance centers have geographical and redundant communication capabilities. In the event of a disaster removing any maintenance center from service another geographical center would assume maintenance responsibilities. The contact numbers will not change and the transfer will be transparent to the CLEC.